



Brandi C. Garner  
Chief Executive Officer, Oklahoma County Detention Center  
Oklahoma County Criminal Justice Authority  
Memorandum

**Date:** August 27<sup>th</sup>, 2024

**To:** Chairman Joe Allbaugh and Vice Chairman Steve Buck

**SUBJECT:** OCCJA IMPROVEMENTS TO OKLAHOMA COUNTY DETENTION CENTER

Under the oversight of the Oklahoma County Criminal Justice Authority, significant strides have been made to enhance the operations, safety, and well-being of both staff and residents at the Oklahoma County Detention Center. Through a comprehensive series of improvements, including facility upgrades, technology implementations, and staff development initiatives, we are committed to fostering a secure and rehabilitative environment.

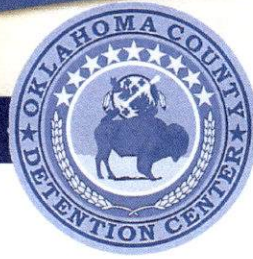
While the following list may not encompass all enhancements, those items highlighted in blue have been implemented under my administration. These advancements reflect our dedication to excellence in correctional management and our commitment to upholding the highest standards of professionalism, accountability, and community engagement.

**Facility & Infrastructure Improvements**

- Repair and installation of new loading dock ramp and overhead doors.
- HVAC repair and balancing project initiated.
- Repairing and sealing of roof
- Receiving areas repaired, sanitized, sealed, and painted
- Rehabilitated pods on floors 4 and 8, including painting cells, bed frames, and recreation areas, sealing cells, outside walls, and showers. Continuing rehabilitation on remaining floors.
- Installed a new jail slider door operating system.
- Actively participating in the new jail design process.
- Repaired employee entrance gate and reinforced protocols with Central Control

**Intake & Release Process Improvements**

- Revised the intake process to include comprehensive medical and mental health screenings at beginning of intake process, redirecting more low-level or minor offense arrestees to hospitals or mental health facilities.
- Accepted Court Services as new division from County to facilitate expedited reporting to court officials to equip them with information needed to move people through the criminal justice system faster.
- Developed a more efficient intake and release walk-through process for individuals with warrants and posted bonds, reducing the time to about 20 minutes.
- Added an additional Livescan fingerprint machine to expedite the intake process.



#### Subject: OCCJA's prior requests to Oklahoma County Detention Center, page 2

- Worked with OKC Efficiency experts to identify methods to improve the intake process.
- Partnered with Oklahoma City Police Department to ensure accountability in the release process.

#### Medical & Mental Health Initiatives

- Instituted an aggressive medical OR program to identify individuals with serious chronic and acute medical issues, notifying court officials for potential release to prevent serious medical events during incarceration.
- Partnered with the OK Department of Mental Health to provide on-site one-on-one resident mental health visits to assist with competency processes.
- Began billing ODMHSAS for those ordered into their custody for competency restoration.
- Created the CARE Unit to address quality of life concerns and provide resources to residents and families during incarceration.

#### Training & Staff Development

- Reformed the detention officer training program, extending the academy to 8 weeks with 6 weeks of on-the-job training, totaling 560 hours.
- Replaced training staff with new Training Director, mentors/instructors to improve quality of training.
- Moved training on site to the detention center from Moore Norman Technology Center to allow for interaction with staff at all levels, realistic exposure to work environment and to allow for practical skills training.
- Incorporated hands-on, reality-based training in the new curriculum.
- Expanded defensive tactics and physical training to include ongoing opportunities like open mat days with a certified instructor.
- Required all new employees, regardless of position, to go through the academy to assist with critical tasks.
- Conducted a staffing analysis by NIC to determine appropriate staffing levels and positions.
- Reformed the Special Emergency Response Team to respond to emergencies within the jail.
- Introduced CIT (Crisis Intervention Training) in the training academy.
- Contracted with LEXIPOL to rewrite and implement all jail policies and hired a full-time Policy Manager.
- Provided staff training opportunities totaling over 1000 hours including: Trauma Informed Care, Mental Health First Aid, Gender Responsiveness, Management Development for Minorities & Women, FBI-LEEDA Internal Affairs, Advanced Law Enforcement Rapid Response Training, Warriors Rest Foundation: Surviving to Thriving, Oklahoma Gang Investigator's Conference, Oklahoma Sheriff's Association Conference, National Sheriff's Association Conference.
- Emergency Response Team, TASER, GLOVE, Wrap Safe Restraints, Leadership Sergeant's Academy, Leadership Executive's Academy, Emergency Response Team, Gracie Survival Tactics, and more.



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### Technology & Digital Enhancements

- IT department spearheaded efforts to digitize court processes involving detention operations, improving efficiency, communication, and accountability.
- Upgraded Jail Tracker server, improving speed and integration within the OCDC system.
- Upgraded computer network infrastructure, separating it from the county system and adding Wi-Fi throughout the building for portable scanning and Jail Tracker software.
- Installed new security cameras and upgraded the entire system to new software and servers.
- Implemented handheld computer devices to streamline daily detention officer tasks like site checks, improving accountability.
- Created a new website with forms to assist with information requests and submissions.
- Launched a digital application process online to improve recruiting.
- Installed and trained staff on Verkada Guest System, allowing front desk to be more efficient in screening and tracking visitors.
- Secured agreement with Oklahoma City and Department of Public Safety to purchase radios for interoperability and communication with other agencies.
- Instituted digital Learning Management System through CorrectionsOne Academy for improved delivery of training, in-service training, and onboarding.

### Resident Programs & Services

- Developed a program with a community organization to embed diversion liaisons in the jail, assisting in identifying individuals suitable for diversionary programs.
- Contracted with NCIC to provide broader access to telephones and tablets, allowing communication with family, friends, and attorneys, and offering low-cost educational and vocational learning opportunities:
- Provided no-cost educational and vocational opportunities through tablets, incentivized by points for entertainment activities like music, movies, and games.
- Contracted with Benchmark to provide improved commissary options and meals.
- Working with community organizations to refurbish the 13th floor ball court (only outdoor space available in facility) to enhance programming and special event opportunities.
- Reinstated or established new programs such as Stand-Up Initiative, Calm Waters Grief Support, AA, NA, Shred the Stigma, Veterans Initiative, Prison Fellowship Academy
- Awarded Embark grants to provide bus passes to discharged residents (720 annually / 60 monthly).
- Installed mirrors based on resident feedback to community advisory board.

### Community & Staff Engagement

- Created a new mission, vision, and values based on staff feedback.
- Instituted an aggressive recruitment strategy including billboards, bus benches, media appearances, on-site job fairs, social media campaigns, and bonuses.
- Conducted, at minimum, yearly employment climate surveys to gather feedback for continuous improvement.
- Hosted monthly all-call meetings to relay information and recognize staff.



#### SUBJECT: OCCJA Employee Activities/Activities of Interest - Fiscal Year 2019, 2020, 2021

- Provided free meals on duty to staff through vendor agreements.
- Established SharePoint for sharing information with staff.
- Attended Large Jail Network Meetings hosted by the National Institute of Corrections for learning and sharing with peers nationwide.
- Provided opportunity for 17 staff members to attend the national ACA conference to further develop new culture and reward performance.
- Hosted Oklahoma Sheriff's Association Jail Administrator's Meeting and Tour
- Installed artifacts at employee entrance with digital message board to represent and reinforce mission, vision, and values.
- Secured seat on the Criminal Justice Advisory Council to ensure OCDC has a voice in meetings.
- Instituted monthly employee birthday celebrations.
- Monthly employee appreciation meals prepared and served by staff, including some OCCJA trustees when possible.

#### Operational Enhancements

- Reformed the Criminal Investigation Division (CID), adding experienced investigators and introducing a criminal analyst and evidence technician supervisor.
- Cleaned out unclaimed property shed, taking steps to have items disposed of or reclaimed.
- Purchased a DOD cleaning system, EPA-approved and cost-effective.
- Hired contract employees to create a "sight check team" responsible for conducting rounds in a timely manner.
- Developed a directive to use person-first language rather than the term "inmate."
- Created the Office of Professional Standards with well-qualified, motivated staff, overseeing background investigations, internal affairs, and PREA.
- Eliminated triple celling of detainees, except in extreme cases such as those needing medical clearance to be moved and inadequate space limitations.
- Purchased over 2,000 new thicker, bug-resistant mattresses for residents.
- Males and females at intake are now held in separate areas of Receiving, improving safety and privacy.
- Secured agreement with the District Attorney for cross-commissioning, allowing OCDC investigators to pursue cases outside the detention center.
- Conducted facility-wide deployment and training of Narcan.
- Implemented mail scanning to reduce contraband.
- Hired full-time certified pest applicator
- Created ticketing system for residents to submit requests to maintenance and to pest control services directly, providing faster response and creating efficiency for officers who were tasked with submitting tickets.
- Created Administrative Major position to lessen burden on Operations Major and provide greater oversight on policy development, front desk, CARE Unit, programs, mailroom, and other administrative functions
- Realigned staff to capitalize on experience by reassigning them to areas that best utilize their expertise, eliminating flat organizational structure, reducing span of control.



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- Created internal and external tipline for residents and members of the community to submit tips on criminal or administrative violations.
- Increased out of cell recreation time for residents from 1-3 hours one to two days per week to 4-8 hours four days per week.
- Established relationships with outside law enforcement entities such as OBNDD, ODOC, USMS, OCPD to improve operations, hiring, and investigations. For example, the use of OBNDD's Watch Center to evaluate a candidate's suitability for employment, the use of ODOC's K9s to conduct searches of the facility, the USMS to assist with search warrants, and OCPD to provide law enforcement and intelligence support through their VCAT and Criminal Intelligence Units.
- Obtain containers from OBNDD to participate in their RX Take Back Program, creating a safe way for the community to dispose of unused prescription medications in the downtown area.
- Instituted strip searches for the first time in this facility, contributing to the reduction of dangerous contraband.
- Relocated offices for rovers and unit managers to pod offices to provide more supervision of population.

As we continue to progress and evolve, please note that this list of improvements is not exhaustive. We are committed to ongoing development and will add new items as they are identified. Your continued support and collaboration are essential as we strive to enhance our facility and operations under the guidance of the Oklahoma County Criminal Justice Authority. Thank you for your dedication to these efforts and for your role in making these advancements possible.

Respectfully submitted,

Brandi C. Garner  
Chief Executive Officer

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